

# How are we performing?

### Key to performance:

Service Level Agreement (SLA): >=95%  
SLA Performance Hours from 05:00 to 23:00



### Non-EEA Immigration waiting time 45mins

Queue ≤ 45 mins

Based on 15 minute time periods measured



### EEA Immigration waiting time 25 minutes

Queue ≤ 25 mins

Based on 15 minute time periods measured

